



CONNECTICUT PRESCRIPTION MONITORING & REPORTING SYSTEM (CPMRS)

REGISTRATION POLICIES AND PROCEDURES

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1. **Introduction**

a. **Purpose**

The purpose of this manual is to provide a consolidated source of policies and procedures governing the CPMRS registration process and usage.

b. **Audience**

This document has been written for: CPMRS Users, CPMRS Administrators and Optimum Technology Support Staff.

c. **Policy**

This manual is in accordance with the Information Technology policies and procedures identified by the Connecticut Department of Consumer Protection (DCP) and the Connecticut Department of Information Technology (DoIT).

2. Responsibilities

The CPMRS user registration process consists of CPMRS Users, CPMRS Administrators, and Optimum Technology Support. The following describes each of these groups' responsibilities.

a. CPMRS Users

Users applying for CPMRS access shall ensure that they are in compliance with DCP and DOIT user policies and procedures. Violation of these policies and procedures may cause the user to lose access to CPMRS or have administrative or civil action taken against them. Users are responsible for:

- 1) Practitioners or pharmacists must have a bona fide patient practitioner/pharmacist relationship.
- 2) Prescribing practitioners and/or pharmacists must limit system usage to current patients and not as a pre-screening of prospective patients.
- 3) There is no mandatory usage of the CPMRS. The system is offered as a free service to all Connecticut licensed practitioners and pharmacists.
- 4) When problems are identified with patients there is no mandatory reporting of such patients to any law enforcement or regulatory agency.
- 5) The actual report may not be shared or provided to anyone, including the patient. However, the information from the report may be discussed with the patient (not the patient's agent or employer).
- 6) Reading, understanding, and complying with CPMRS user policies and procedures; and
- 7) Completing the CPMRS User Registration Form and signing and returning the CPMRS Confirmation Page. (See Appendix A & B)

b. CPMRS Administrators

The CPMRS Administrator is responsible for verifying the identity of users requesting CPMRS access. In addition to this duty, the CPMRS Administrator is responsible for:

- 1) Assigning user names and passwords to registered users.
- 2) Maintaining the User Registration Form to validate the appropriate signature(s) and contact the individual(s) if there are any registration issues;
- 3) Acting as the point of contact for user registration issues;
- 4) Removing users from the system;
- 5) Ensuring that users are aware of responsibilities;
- 6) Reporting violations of CPMRS policy and procedures to the appropriate person or agency;
- 7) Acting as the CPMRS records keeping repository by maintaining a CPMRS user file that contains the CPMRS User Registration Forms and associated correspondence pertaining to CPMRS access.

c. Optimum Technology Support

Optimum Technology will assign support staff to assist the CPMRS Administrator whenever necessary. In addition to this duty, Optimum Technology Support staff provides Help Desk support for initial collection and tracking of CPMRS problems. Reported problems will be categorized into one of four levels that will set the priority for further problem determination.

Problem Categories:

1. **Critical.** Fatal errors, including defects preventing all useful work or loss or corruption of customer data. All reasonable, continuous efforts will be provided until the problem is resolved.
2. **High.** Degraded operations including defects disabling major functions of the application. Reasonable efforts to provide a workaround plus consideration of a fix for inclusion in future releases.
3. **Medium.** Minimal impact with defects that disable certain nonessential functions of the application. A fix will be considered for inclusion in future releases.
4. **Low.** Request for enhancement or change in a feature or function of the application. The request will be considered for inclusion in future releases. Difficulties in understanding the operation of the software or the software documentation will be categorized on the same basis with assistance provided on this priority level until the matter is resolved.

d. Document Retention and Location

All CPMRS Registration Form will be maintained indefinitely at the Connecticut Department of Consumer Protection Prescription Monitoring Program, 165 Capitol Ave, Room 145, Hartford, CT 06106.

Electronic documents will be maintained on the DCP shared server:

K:\Drug Control Division\Soto, Xaviel\System Access Registration Forms

3. Registration Procedures

The following procedures must be followed to receive access to the CPMRS application. Failure in complying with these procedures may delay access or may result in denial of access to the CPMRS application.

a. CPMRS Users

Individuals requesting access to CPMRS shall:

- 1) Visit the PMP WebCenter at <https://www.ctpmp.com> and click on “Not a User? Register to become a User”
- 2) Provide your basic contact information and indicate your status as a practitioner of pharmacy.
 - Required Fields:
 - Last Name
 - User Job
 - Fax Number
 - E-mail Address
 - Security Questions 1 - 3
- 3) Once the registration application is submitted online, you will receive a confirmation page. Print, review, sign and either mail or fax the confirmation page to Prescription Monitoring Program at:

Mail:

Connecticut Department of Consumer Protection
165 Capitol Ave, Room 145
Hartford, CT 06106

Fax:

(860) 622-2608

- 4) Keep a copy of the approved User Registration Form for your records.
- 5) Comply with CPMRS user policies and procedures.

b. CPMRS Administrators

The CPMRS Administrator shall:

- 1) Assign user names and passwords to registered users.
- 2) Review the User Registration Form for completeness, verify user identity and need for CPMRS access.
- 3) Report violations of CPMRS policy and procedures to the appropriate persons or agency.
- 4) Review Help Desk issues for escalation to the CPMRS vendor or DoIT.

c. Optimum Technology Support

Optimum Technology Support Staff shall:

- 1) Track all help desk issues.
Note: The Optimum Technology Help Desk hours are:
Monday – Friday, 8:00am – 5:00pm excluding holidays, (866)
683-3246.
- 2) Respond to all user access or system failure issues.

4. Security

a. Network Security

- 1) Uses DeMilitarized Zone (DMZ) and Internal Firewall.
- 2) Router ACL's for additional network protection.

b. Operating System and Application Security

- 1) Window Server.
- 2) Uses File System Permissions.
- 3) Follow CSI Standards.

c. Data Access and Storage Security

- 1) Utilizes 128-bit Encryption for HTTPS Traffic.
- 2) Data is stored in database.
- 3) Application Security Audits are used to monitor unauthorized use of data.

5. Passwords

a. Receiving Your CPMRS Users Name and Password

- 1) Your user name and temporary password will be mailed to your address of record on file with the Department of Consumer Protection. Your user name and password cannot be provided to you over the phone or e-mail.
- 2) Users must login to the system at www.ctpmp.com and change their temporary password immediately.
- 3) Your new password must contain the following:
 - Must be at least 8 characters in length
 - Must contain at least one uppercase alphabet character
 - Must contain at least one number character and
 - Must contain at least one symbol character.

b. Changing Password

- 1) Users must change their password every 90 days. System will prompt users at the end of 90 days.
- 2) Passwords must contain the following:
 - Must be at least 8 characters in length.
 - Must contain at least one uppercase alphabet character.
 - Must contain at least one number character.
 - Must contain at least one symbol character.
 - Must NOT be same as your previous password.

Connecticut PMP WebCenter

Profile Information

Organization:	<input type="text"/>	Occupation:	<input type="text"/>
DEA Number:	<input type="text"/>		
First Name:	<input type="text"/>	Middle Name:	<input type="text"/>
Last Name:	<input type="text"/>		
SSN:	<input type="text"/>	Date of Birth:	<input type="text"/>
			mm/dd/yyyy

User Job and Identification

User Job:	<input type="text" value="Admin"/>
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Contact Information

Address:	<input type="text"/>		
City, State, Zip:	<input type="text"/>	<input type="text" value="CT"/>	<input type="text"/>
Home Phone:	<input type="text"/>	Work Phone:	<input type="text"/>
Cell Phone:	<input type="text"/>	Pager Number:	<input type="text"/>
Fax Number:	<input type="text"/>		
Email Address:	<input type="text"/>		

Security Questions

Question 1:	<input type="text" value="What is the name of the City you born in?"/>	<input type="text"/>
Question 2:	<input type="text" value="What is your Mother's Maiden Name?"/>	<input type="text"/>
Question 3:	<input type="text" value="What is your Pet's Name?"/>	<input type="text"/>

Reason For Registration

Appendix B



Registration Form

Please print this form, sign it and then send it the PMP Administrator for review. After reviewing your signature, they will determine whether or not you gain access to the system and will contact you with their decision, and if approved, your login credentials.

Profile Information

Organization:	Occupation:
First Name:	Middle Name:
Last Name:	Date of Birth:

User Job and Identification

User Job :

Contact Information

Address:	
City, State, Zip:	CT
Home Phone:	Work Phone:
Cell Phone:	Pager Number:
Fax Number:	
Email Address:	

Security Questions

Question 1:	What is the name of the City you born in?	Answer 1:
Question 2:	What is your Mother's Maiden Name?	Answer 2:
Question 3:	What is your Pet's Name?	Answer 3:

Reason For Registration

I certify that the information contained in this application is complete and accurate without evasion or misrepresentation. I understand that acceptance of this application is based on truth and accuracy of representation as contained in this application.

Signature: _____ Date: _____

To Be Retained By Users



-User Terms and Conditions -

This CPMRS User Agreement is entered into, and by and between the Connecticut Department of Consumer Protection and the registered user and is effective as of the date you registered.

1. Keep this Agreement for your records.
2. Comply with CPMRS policies, procedures, and standards.
3. Do not disclose or allow others to use your user ID and/or password.
4. Do not use, or in any way aid, an individual to use another's user ID and/or password.
5. Take the time to **lock your computer when you leave your** desk or work area. For PC's press CTRL+ALT+DELETE at the same time then click on Lock Computer. To unlock your computer, press CTRL+ALT+DELETE and enter your password.
6. Maintain your required browser setting and virus protection at all times.
7. Safeguard all CPMRS information of which you have knowledge or to which you have access consistent with CPMRS policy and procedure manuals; this includes CPMRS information, which could be cached, stored, and/or printed during your CPMRS session.
8. Do not permit or shall not allow unauthorized access or use of the CPMRS application.
9. Do not use "backdoor" methods to access CPMRS.
10. Use CPMRS for official purposes only.
11. Only disseminate information within your own area on a "Need to Know" or "Right to Know" basis for legitimate and "official purposes" consistent with all federal, state and local laws.
12. Notify CPMRS Administrator of any name, facility, or job changes.
13. Report suspected cases of misuse to the CPMRS Administrator immediately.
14. Cooperate in any misuse investigation.
15. Obtain authorization and complete the user registration form before using CPMRS.

Policy Violations

A CPMRS user's access may be suspended or revoked for:

1. Violating this agreement.
2. Violating the Connecticut Department of Consumer Protection and/or the Connecticut Department of Information Technology policies and/or procedures.
3. Failing to cooperate with investigators during a misuse investigation.